

Complaints to the BBC

This fortnightly report for the BBC complaints service¹ shows for the periods covered:

- the number of complaints about programmes and those which received more than 100² at Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)³;
- the percentage of all complaints dealt with within the target periods for each stage.

NB: Figures include, but are not limited to, editorial complaints, and are not comparable with complaint figures published by Ofcom about other broadcasters (which are calculated on a different basis). The number of complaints received is not an indication of how serious an issue is.

Stage 1 complaints

Between 22 April – 5 May 2024, BBC Audience Services (Stage 1) received a total of **2,833** complaints about programmes. **5,758** complaints in total were received at Stage 1.

BBC programmes receiving more than 100² complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Sunday with Laura Kuenssberg	BBC One	21/04/2024	Panel members claims about the Daily Sceptic not sufficiently challenged.	396 (after an invitation to complain was posted online)
Sunday with Laura Kuenssberg	BBC One	05/05/2024	Bias in favour of the Conservative Party.	108

92% of all complaints dealt with between 22 April – 5 May 2024 received an initial response within the stage 1 target period of 10 working days.

Recent BBC public responses to significant complaints at Stage 1 are published at:

<http://www.bbc.co.uk/complaints/complaint/>

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 22 findings at Stage 2 between 22 April – 5 May 2024.

Highlighted text links to published findings⁴. Other recently-published findings can be found here:

<http://www.bbc.co.uk/complaints/comp-reports/ecu/>

¹ Full details of the service are in the [BBC Complaints Framework and Procedures](#) document.

² As defined in the [BBC Complaints Framework and Procedures](#) and regulated under [Ofcom's Broadcasting Code](#).

³ Excluding investigations of online material outside Ofcom's remit.

⁴ These include all upheld, partly-upheld and resolved findings, all not-upheld findings concerning impartiality and accuracy and all findings where there were more than 100 complaints about the same issue at Stage 1.

Programme	Service	Date of Transmission	Issue	Outcome
Jeremy Vine	Radio 2	02/02/2024	Bias on law relating to asylum seekers	Partly Upheld
Today	Radio 4	25/01/2024	Unfair to TikTok	Resolved
Today	Radio 4	09/01/2024	Inaccurate statements by Saudi Ambassador	Not upheld
Question Time	BBC One	29/02/2024	Casual use of holy names	Not upheld
Today	Radio 4	26/02/2024	"Antisemitic" comment by presenter	Not upheld
The World at One	Radio 4	15/02/2024	Number of antisemitic incidents overstated	Not upheld
Sunday with Laura Kuennsberg	BBC One	03/03/2024	Failed to mention Brexit as factor in UK debt	Not upheld
Breakfast	BBC One	24/02/2024	Anti-Government bias	Not upheld
5 Live Formula 1	Radio 5 Live	15/02/2024	Pundit had vested interest	Not upheld
Question Time	BBC One	14/03/2024	Offensive and inaccurate comments by panellist x3	Not upheld
Today	Radio 4	07/03/2024	Offensive reference to Chancellor of the Exchequer	Not upheld
Newswatch	BBC News Channel	01/03/2024	Bias against gender-critical views	Not upheld
EastEnders	BBC One	04/03/24	Harmful portrayal of vulnerable group	Not upheld
The Sunday Show	BBC One Scotland	10/03/2024	Unwarranted imputation of Islamophobia	Not upheld
Countryfile	BBC One	10/03/2024	Unduly prominent branding	Not upheld
Talkback	Radio Ulster	29/02/2025	Pro-Unionist bias	Not upheld
EastEnders	BBC One	04 & 05/03/2024	Unfair portrayal of Milton Keynes	Not upheld
Dermot O'Leary	Radio 2	02/03/2024	Incitement to violence	Not upheld
News (11am)	Radio Scotland	09/02/2024	Inaccuracy about President Biden	Not upheld

The Documentary Podcast, The Debate: Israel Gaza – What happens when the war ends?	BBC Sounds	19/11/2023		Not upheld
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91% (20 out of 22) of complaints dealt with between 22 April – 5 May 2024 received a response within the target time.